OSHC Support Worker

POSITION DESCRIPTION:

Position title:	*OSHC Support Worker*
Status:	*Part Time/Casual*
Location:	*OSHC*
Classification level:	*SACS Level 2*
Award	*Social, Community, Home Care and Disability Services Industry Award 2010*
Reporting to:	*OSHC Nominated Supervisor, Children Services Manager*
Date Approved:	*March 2026*

WORKING ENVIRONMENT

Code of Conduct

All employees must abide by the Organisational Code of Conduct.

Occupational Health and Safety:

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations occupational health and safety policies and procedures.

Performance Review:

A Performance Review will be conducted using the Organisations Performance Management Process.

POSITION SUMMARY

An employee at this level at this level provides direct care assistance for participants of the Organisation.

As a Support Worker, you will be responsible for working with Support Workers and children to support the development of a program of activities and experiences that support children's learning at the service. You will have knowledge and experience about how children learn, how disability influences learning and about quality practice. You will be working with up to 100 children with appropriate staff to student ratios (around one staff member for every three children).

SAFEGUARDING CHILDREN AND YOUNG PEOPLE

As a staff member of Lifely's High-Intensity Outside School Hours Care (OSHC) program, you are expected to exemplify leadership and a strong dedication to ensuring the safety and wellbeing of all children and young people in your care. Your key responsibilities include:

- Disclosing any information you learn during your work that a reasonable person would consider could affect your suitability to work with children and young people.

- Acting as a protective figure during all interactions, and taking proactive steps to prevent any form of abuse or neglect.
- Adhering strictly to all policies, procedures, and the code of conduct related to child safeguarding.
- Keeping your personal details up-to-date with the appropriate department responsible for working with children checks or their equivalent, in accordance with regulations.
- Completing the Working With Children Check (WWCC) before starting your role and maintaining its validity throughout your employment.
- Undergoing a National or International Police Check prior to employment, and as required by Lifely.
- Reporting any concerns, suspicions, allegations, or disclosures of child abuse or neglect promptly, following standard procedures.
- Participating in all mandatory safeguarding training sessions.
- Using consistent methods to handle feedback, concerns, or complaints from children, families, and colleagues.
- Ensuring that new program ideas involve consultation with children and young people, using approved practices and resources.
- Staying informed about policies and procedures related to the protection of children and young people.
- Attending any additional training related to safeguarding, as required by your role.
- Promoting a culture of cultural safety and inclusion for children and young people from diverse backgrounds, including CALD communities, Aboriginal and Torres Strait Islander peoples, LGBTQIA+ communities, and those with disabilities.

POSITION OBJECTIVES

To assist with the management of the effective and efficient operation of the Outside School Hours Care Service placed in accordance with the policies, directions and delegations of the Service Management. This is undertaken under the supervision of the Project Manager.

LEVEL OF RESPONSIBILITY

This position is directly responsible to their immediate supervisor for all aspects of service delivery and organisational management whilst at work. The performance of this position is subject to general direction by the immediate supervisor of the relevant program in which the employee is working. The employee is required to undertake a range of activities requiring the exercising of initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

SUPERVISION

An employee at this level works under general direction, operates within established routines, methods, standards and procedures and is expected to exercise initiative in the application of established work procedures and is responsible for managing time, planning and organising their own work.

An employee at this level may be required to supervise lower classified employees or volunteers in their day-to-day work.

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KEY TASKS AND DUTIES *(including Key Performance Indicators)*

- *Assist in the planning, implementation, assessment and review of a high-quality and diverse educational program based on appropriate frameworks and with reference to the NQS, considering the developmental needs, interests and abilities of all the children attending the service.*
- *Actively support every child to participate in the program and assist in ensuring that the program promotes children's agency, choices and influence.*
- *Record observations and write learning stories as part of the Framework for School Aged Care and National Quality Standards/Framework requirements*
- *Assist in the documentation of children's learning in accordance with the service philosophy and the learning outcomes (My Time Our Place Framework), including updating children's portfolios*
- *Utilise a variety of pedagogical strategies, including intentional teaching and reflective practice in daily work.*
- *Organise and maintain program materials and resources and use program resources effectively*
- *Ensure staff and children utilise effective health and hygiene practices, including meeting all regulations relating to food safety and preparation, medical management plans, behaviour management plans and risk management plans, policies and procedures.*
- *Assist in provision of medication, mealtime and toileting assistance, as required*
- *Ensure that all children have access to nutritious food and fresh drinking water.*
- *Assist in the promotion of health, wellbeing and physical exercise in the service.*
- *Ensure a safe and stimulating physical environment where all staff and children are protected from hazards or harm.*
- *Actively supervise children at all times.*
- *Work cooperatively, ethically and respectfully with other Support Workers, and support their professional development.*
- *Develop and maintain respectful, supportive, collaborative and responsive relationships with children and their families.*
- *Assist with the supervision of workplace students and volunteers.*
- *Assist with an effective induction and orientation process for new families, children and staff, including workplace students and volunteers.*
- *Attend and actively participate in all team meetings and planning sessions*
- *Ensure all practices are in accordance with the NQS and reflect the QIP.*
- *Contribute to the development, review and implementation of the QIP.*
- *Attend professional development opportunities as appropriate or as directed by the Nominated Supervisor/ coordinator/management.*
- *Contribute to the continuous improvement of the service through reflective practice and as directed by the coordinator/management and Nominated Supervisor.*
- *Assist in the completion of any collection of data, medical or other records required in a timely manner, and in accordance with the service's policies and procedures and the NQS.*

Key Performance Indicators

- *Client focus - Assist clients with support in meeting the objectives stated in their Individual Plans*
- *Professionalism - Uphold the reputation of Interchange in the community and abide by its policies and procedures*
- *Self-discipline - Undertake training and professional development as required and self-monitor necessary compliance (eg First Aid)*
- *Analytical- Demonstrated ability to identify and assess risks when working with clients*
- *Refer to HR004-03 Key Performance Indicators*

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QUALIFICATIONS

Desirable

- *Diploma, Cert III of Children's Services or equivalent.*
  https://www.acecqa.gov.au/sites/default/files/2018-01/ACECQAApprovedQualificationListOSHC.pdf

OTHER REQUIREMENTS

- *Proof of Eligibility to work in Australia*
- *Approved NDIS Worker Screening Clearance*
- *Approved Working with Children Clearance as per state requirements.*
- *NDIS Worker Orientation Module Certificate*
- *COVID-19 Vaccination Booster Certificate*
- *Current Level 2 First Aid Certificate and CPR component*
- *Mandatory Reporting Certificate*
- *Passionate belief in the Children Service, development and education of children.*
- *Strong ethics and genuine approach towards child safety and WHS.*
- *Exceptional written and verbal communication skills.*
- *Adaptability, flexibility and resilience and is able to respond positively to change.*

SELECTION CRITERIA

- *Proven ability to maintain confidentiality and privacy;*
- *Experience in providing high quality com support, including personal care, to clients with varying abilities;*
- *Experience facilitating individual client goals within the boundaries of person centered philosophy. Capacity to maintain flexibility and to work autonomously.*
- *Proven experience maintaining duty of care and professional boundaries.*
- *Ability to identify and manage risks and problem solve.*
- *Excellent communication skills.*
- *Experience in report writing.*

SIGNATURES

Signed for and on behalf of the Organisation:

Name: _____ *Signature:* _____
Position: _____ *Date:* _____

The Employee:

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

Name: _____ *Signature:* _____

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